

# COMMONWEALTH OF AUSTRALIA

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	<b>Family Name</b>						
	<b>Given Names</b>						
	<b>Student Number</b>						
	<b>Teaching Period</b>	Semester 2 Special/Summer Semester, 2015					
<b>FINAL EXAMINATION</b>		<b>DURATION</b>					
<b>CMC101 – Business Communications</b>		Reading Time: <b>10</b> minutes					
		Writing Time: <b>120</b> minutes					

### INSTRUCTIONS TO CANDIDATES

1.1 The examination has 2 sections.

<b>Section A:</b>	<b>Multi Choice Questions:</b> Answer ALL questions 15 marks Suggested Time: 60 minutes
<b>Section B:</b>	<b>Short Answer Questions:</b> Answer ALL questions 40 marks Suggested Time: 60 minutes

Section A must be answered on the Multiple Choice Answer Sheet provided in this examination paper and must be handed in with your answer booklet.

Section B is to be answered in the Answer Booklet provided.

Please ensure that your name and student number are clearly indicated on your Answer Sheet and at the top of this examination paper.

1.2 Do not commence writing until instructed to do so.

### EXAM CONDITIONS

**You may begin writing from the commencement of the examination session.** The reading time indicated above is provided as a guide only.

This is a RESTRICTED OPEN BOOK examination

No calculators are permitted

No handwritten notes are permitted

Any hard copy, unannotated English dictionary is permitted

<b>ADDITIONAL AUTHORISED MATERIALS</b>	<b>EXAMINATION MATERIALS TO BE SUPPLIED</b>
No additional printed material is permitted	1 x 8 Page Book 1 x 4-Multiple Choice Answer Sheet

**THIS EXAMINATION IS PRINTED  
DOUBLE-SIDED.**

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BLANK.**

**SECTION A**

**THIS SECTION IS WORTH 15 MARKS.**

**TIME ALLOCATION FOR THIS SECTION IS 60 MINUTES**

**PLEASE USE YOUR MULTIPLE CHOICE ANSWER SHEET FOR THIS  
SECTION.**

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## **SECTION B**

**ANSWER ALL OF THE SHORT ANSWER QUESTIONS**

**CLEARLY LABEL EACH ANSWER**

**THIS SECTION IS WORTH 40 MARKS. EACH QUESTION IS OF EQUAL VALUE**

**THE TIME ALLOCATION FOR THIS SECTION IS 60 MINUTES.**

**WRITE YOUR ANSWERS IN THE EXAMINATION BOOLET PROVIDED**

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### **1. Communication**

Define communication.

What are the four types of communication?

Describe what each of these involves.

Give an example of the use of each.

### **2. Communication Flow**

Critically discuss the significance of connectedness and openness of groups to the flow of communication and transfer of information within an organisation.

### **3. Email**

List and explain five different types of email.

### **4. Long Reports**

Discuss the following:

What information should be included on the title page of a long report?

What information should be included in an executive summary?

When is an executive summary useful?

### **5. Conflict**

List and explain 5 conflict styles:

### **6. Teamwork**

List and explain 5 communication methods and activities promote teamwork?

### **7. Meetings**

Describe the characteristics of an effective meeting leader.

Describe the characteristics of an effective meeting secretary.

Describe the twofold responsibility of the chairperson's role.

How does knowledge of the Agenda Bell help a chairperson?

## **8. Job Applications**

What sources of information other than a resume and a cover letter can a potential employer use to decide whether an individual should be invited for an interview?

Is it better to have a small number in one's LinkedIn network or does that colour the value of existing connections?

How can your online profile add to or hinder future job opportunities?

# **END OF EXAM**